

The Pipeline

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Six Counties to Pilot Comprehensive Family Services

By Mike Jennings, CFC Communications



The Cabinet for Families and Children is about to change dramatically the way it serves families, and six counties will form the vanguard of that transformation.

In the CFC of the future, each client family, whatever the need or needs that bring it to the Cabinet's attention, will be assessed for any and all obstacles to safety, permanency and self-sufficiency.

A service team consisting of CFC workers with the appropriate specialties—and perhaps including service providers from outside the Cabinet—will work together with family members on a strategy for removing those obstacles. A new, computerized reporting process will enable the team to construct and continually update a family profile that captures all relevant information on the family's needs and the services it receives.

The object, says CFC Secretary Viola Miller, is to “wrap our services around families,” giving them a real opportunity to escape dependency and to provide a safe, nurturing environment for their children.

She contrasted that approach with the way the Cabinet now provides services piecemeal through programs that seldom share their client information. Too often, she said, service workers and clients waste time reporting the same information multiple times; too often the resulting services lack coherence; and too often families remain trapped in long-term dependency.

In close consultation with Service Region Administrators, Cabinet leaders have chosen one county from each of six service regions to test-drive Comprehensive Family Services, beginning this fall.

The pilot counties and their regions are: Barren County (Barren River Region); Breathitt County (Kentucky River Region); Crittenden County (Pennyridge Region); Cumberland County (Lake Cumberland Region); Johnson County (Big Sandy Region); and Morgan County (Gateway Region).

Much more information on Comprehensive Family Services and on the skill-building process that can make it a success will appear soon in *Pipeline* and *CFC Online*.

Remember to Give Blood And Ease the Shortage

CHS/CFC Red Cross Blood Drive
September 20th and 21st

9:00 a.m. until 1:30 p.m.

Location: Health Services Auditorium

Child Support Improvement Efforts Build on Study

By Mike Jennings, CFC Communications

The Cabinet for Families and Children is striving to improve teamwork among the agencies that make Kentucky's child support system work.

The Child Support Division plans to set up a customer service center, strengthen collections with help from the Revenue Cabinet and give local officials involved in child support better tools and training.

This action plan is based on a recently completed study of Kentucky's child support system by Policy Studies Inc. (PSI) of Denver, Colo.

The study shows that, compared to other states, Kentucky has done a better than average job of improving child support collections and establishing children's paternity. The state's record is slightly below average on other measures, including payment of current support and collections per child support worker.

The authors say Kentucky probably out-performs similar states in helping families get child support and the program's strengths "can provide the foundation for major improvements in performance."

The PSI report shows that four-fifths of Kentucky families who get state help in collecting child support either no longer receive welfare payments or have never done so. Child Support Director Steve Veno said his agency's work is crucial to those families' self-sufficiency.

One way to improve service delivery, Veno said, is to give child support workers more time for casework. To do that, he said, the cabinet will recruit a private agency to operate a customer service center that will take care of most inquiries.

PSI recommends that the cabinet collaborate with the Revenue Cabinet to improve certain child support enforcement tasks. Veno said staffs of the two cabinets will look for ways to do that.

PSI says child support workers' duties often overlap unnecessarily with those of contractors—most of them county attorneys—who provide legal services to child support clients.

PSI recommends putting either a state child support office or a contractor, depending on which is best able to

do the job, in charge of all child support duties in each locality. And it says the local agency should report directly to the Child Support Division, instead of to a CFC Service Region Administrator.

Veno said either step would be too drastic.

Instead of cutting some current players out of the child support process, he said, the Cabinet will get its child support staff and local contractors to reach clear agreements on "who does what functions."

The regional offices headed by SRAs were set up two years ago as part of a Cabinet reorganization aimed at bringing service decisions closer to clients. Veno said it would be inconsistent with that aim to bypass service regions in child support enforcement.

Instead, the Cabinet will convene monthly teleconferences and quarterly face-to-face meetings for workers at the state and local levels, he said.

Veno said the Cabinet will also expand training and technical support for local child support workers and contractors. One objective, he said, will be getting enforcement actions such as income withholding handled administratively rather than through the courts.

CFC Radio Spots Win Awards

By Lisa Aug, CFC Communications



The Cabinet for Families and Children has won three "Gold Screen Awards" from the Kentucky Association of Government Communicators for radio spots promoting Cabinet programs in 1999.

Audio news releases on Kinship Care and Family Resource and Youth Service Centers each won an Award of Merit, and a release on the Electronic Benefit Card won an honorable mention in the electronic communications category.

All three audio news releases were developed by the CFC Office of Communications and the Kentucky News Network. They aired as news stories, features and commercials on more than 180 radio stations throughout Kentucky.

The three award-winners were CFC's only entries in this year's KAGC Blue Pencil/Gold Screen Award contest.

Taking a Breather

By Lisa Aug, CFC Communications

OK, relax. For the next week or two the Great CFC-CHS Floor Swap slows down. For most of us, that is.

Finance workers will finish painting and recarpeting 4W and OTS will rewire the area in preparation for new offices. If we stay on the schedule we are still maintaining, OTS and the Office of General Counsel should begin moving to 4W the week of September 25.

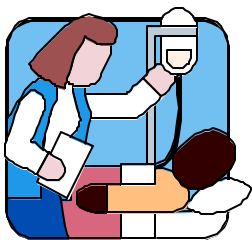
Most OTS staff will have modular furniture in their new offices, so they need to take advantage of the next couple of weeks to identify their old furniture and equipment for surplus.

Meanwhile, we neglected in last week's *Pipeline* to mention two changes:

The OPS conference room is now at 4C, on the East Main Street side, directly across from the escalator.

There is a diagram of the 4th Floor post-swap on an easel in front of Secretary Miller's office on the 4th Floor. Most office occupants are identified by name, but please keep in mind that we may have to make some minor changes. In general, however, this illustration accurately reflects the final distribution of CFC staff on the 4th Floor after all renovation and moves are complete.

If you have any questions, comments or suggestions about the Great Floor Swap, please send them to lisa.aug@mail.state.ky.us.



Sick Leave Donations Needed

Amanda Diaz, Hardin County Child Support office, is off work due to pregnancy-related problems. To donate sick leave, call Nancy Alexander at 270-766-5085.

Samantha Gliniewicz of McCracken County's Child Support Office is scheduled for surgery Sept. 18, and will need to be off work four to six weeks afterwards. To donate time, call Jeanie Stone at 270-575-7051.



August CFC Online is Published

By Margaret Davis Harney, CFC Communications

The August issue of *CFC Online*, which focuses on services to vulnerable adults, was published on the Web Aug. 31 at <http://cfc-chs.chr.state.ky.us/cfconline/august2000/index.htm>.

Information on benefits, personnel issues and other CFC news is also included.

Employee recognition will be the theme of the September issue, which will be the fifth edition of the monthly online magazine for CFC staff statewide. The winner of the contest to name the new employee recognition program will be announced. (Entries must be submitted to [Carmen Maxson](mailto:Carmen.Maxson@state.ky.us), Employee Services, by Sept. 12.) This is also an opportunity to honor employees for outstanding service.

If you were recognized for outstanding work during the past year, or for outstanding volunteer service in your community, please let me know at Margaret.Harney@mail.state.ky.us. Tell me about co-workers, too, including the ones who haven't received any honors but should.

If you missed the first three issues of *CFC Online*, see the archives page at <http://cfc-chs.chr.state.ky.us/cfconline/index.htm>.

Health and Wellness Fair Sept. 6

CFC and CHS are sponsoring a Health and Wellness Fair Sept. 6, 9 a.m. – 3 p.m. in the lobby of the CHR Building.

The following agencies have been invited to participate:

- Frankfort YMCA
- Franklin County Health Department
- Kentucky Employee Assistance Program (KEAP)
- Agencies of the Department of Public Health
- American Red Cross
- International Hearing Society
- Fit Time For Women
- Frankfort Athletic Center
- Massage Therapists